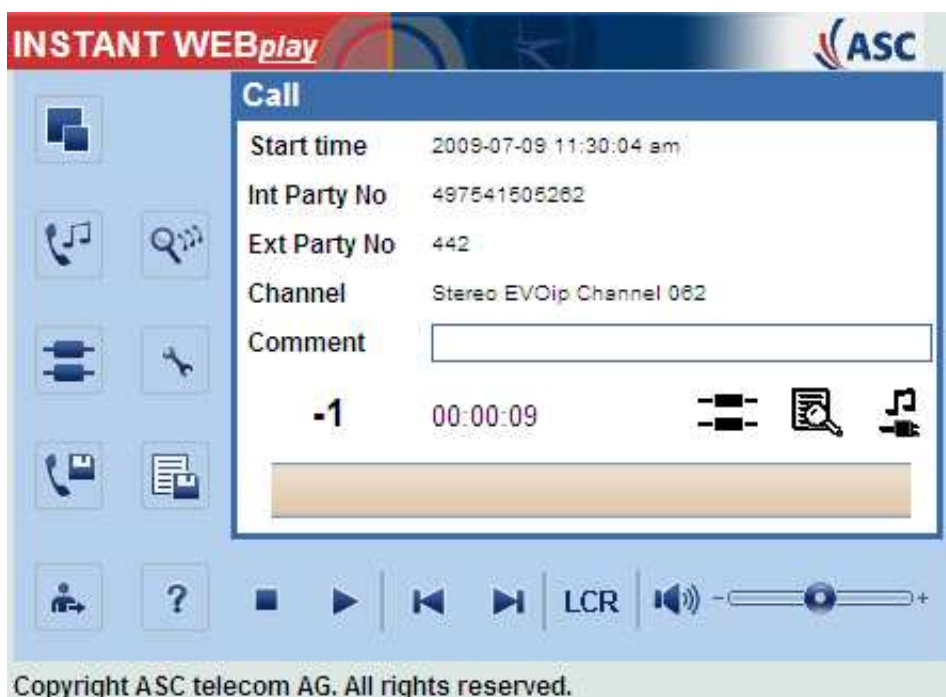


INSTANT WEBplay



User Manual

Version 9.0
Date 2009/09/24

This manual is valid for the following ASC products:

- EVO^{ip} Server Software
- INTERACTION Software
- MARATHON EVOLUTION XXL / MARATHON EVOLUTION / MARATHON EVO^{lite}

Please note, that you can always find the most up-to-date technical documentation on our web site at <http://www.asctelecom.com> (partner area). The ASC partner portal also provides the latest product updates.

Copyright © 2004-2009 ASC telecom AG. All rights reserved.

Windows is a registered trademark of Microsoft Corporation. Linux[®] is a registered trademark of Linus Torvalds. MySQL[®] is a registered trademark of Sun Microsystems. SUSE[™] and openSUSE[™] Linux are trademarks of Novell, Inc. All other marks and names mentioned herein may be trademarks of their respective companies.

1	Description of the Device.....	3
1.1	Features and Functions	3
1.1.1	Last Call Access.....	3
1.1.2	Display Modes.....	3
1.1.3	Last Call Search Modes	3
1.1.4	Access Protection	3
1.1.5	Localized Software.....	4
1.1.6	Downloading Audio Files.....	4
1.1.7	Commenting Calls.....	4
1.1.8	Volume Control	4
1.1.9	Log Off Functions.....	4
1.1.10	Online Help	4
2	System Requirements	5
3	Configuration of the Web Access	6
4	Quick Reference Guide	7
4.1	Main Window	7
4.2	Display Fields	7
4.3	Edit Field	9
4.4	Buttons	10
5	Operation of the INSTANT WEB<u>play</u>.....	12
5.1	Getting Started	12
5.1.1	Login	13
5.1.2	Maximized Mode.....	15
5.1.3	Minimized Mode	15
5.2	Main Window	16
5.2.1	Operating Buttons	17
5.2.1.1	Minimize / Maximize.....	17
5.2.1.2	Playback via Phone / Playback via Workstation	17
5.2.1.3	Last Call Repeat / Enhanced Last Call Repeat.....	18
5.2.1.4	Agents / Channels.....	18
5.2.1.5	Settings	19
5.2.1.6	Download Call	19
5.2.1.7	Save Comment	20
5.2.1.8	Log Off	21
5.2.1.9	Help.....	21
5.2.2	Playback and Volume Control Buttons.....	21
5.2.2.1	Stop.....	21
5.2.2.2	Play / Pause.....	21
5.2.2.3	Previous Call	22
5.2.2.4	Next Call.....	22
5.2.2.5	Last Call Repeat.....	22
5.2.2.6	Mute On/Off.....	22
5.2.2.7	Volume Control	22
5.2.3	Display Fields.....	22
5.2.3.1	Start Time.....	22
5.2.3.2	Int Party No	23
5.2.3.3	Ext Party No	23
5.2.3.4	Agent / Channel	23
5.2.3.5	Last Call Counter	23
5.2.3.6	Status Field	23
5.2.3.7	Agents / Channels Icon	24
5.2.3.8	Last Call Repeat Mode Icon.....	24
5.2.3.9	Playback Mode Icon.....	25
5.2.4	Progress Bar	25
5.2.5	Edit Field	25
5.3	Subwindow Agents	26
5.4	Subwindow Channels	26
5.5	Subwindow Settings	28
5.5.1	Region.....	28

5.5.2	ELCR	29
5.5.3	ELCR Criterion	31
5.5.3.1	Using Wild Cards	31
5.5.4	Search for.....	32
5.5.5	Search for Last Calls.....	32
5.5.6	Phone No	32
5.5.7	Password	33
5.5.8	Auto Log Off.....	33
5.5.9	Log Off by Closing.....	33
5.5.10	UTC.....	34
5.6	Minimized Window	34
5.6.1	Stop.....	34
5.6.2	Play / Pause.....	34
5.6.3	Previous Call	35
5.6.4	Next Call.....	35
5.6.5	Last Call Repeat.....	35
5.6.6	Mute On/Off.....	35
5.6.7	Volume Control	35
5.6.8	Maximize	35
5.7	Help Window	36
6	Error Messages.....	37

1 Description of the Device

The INSTANT WEBplay is the Search & Replay Client for the MARATHON EVOLUTION, EVOip Server Software and INTERACTION Software. As a truly browser-based application it does not require any proprietary software installed on the client PC.

1.1 Features and Functions

Apart from its outstanding quick access to the latest call, the INSTANT WEBplay provides additional functions like

- quick access to last calls
- minimized display mode
- Enhanced Last Call Replay mode
- access protection
- different application languages
- download function
- adding comments to calls
- easy volume control
- log off functions
- online help

These functions will be briefly explained in the following.

1.1.1 Last Call Access

After start-up, the INSTANT WEBplay automatically searches for the last calls. To replay previous calls - or even more recent calls that have been recorded in the meantime while the INSTANT WEBplay window has already been open - *Next call* and *Previous call* buttons are provided similar to those of a conventional audio CD player.

1.1.2 Display Modes

The INSTANT WEBplay provides two display modes. The *maximized mode* displays all available functions in a user-friendly dialog box for easy configuration and convenient enhanced search configuration. But in order to save space on the desktop of your computer, the application can also be operated in *minimized mode* providing all buttons necessary for replaying calls in a small button bar.

1.1.3 Last Call Search Modes

Its *Last Call Repeat* feature allows for easy and fast playback of the latest calls in a counter-chronological order by simply clicking *PLAY* or *STOP* buttons. The *Enhanced Last Call Repeat* feature furthermore allows searching for specific calls applying search criteria.

1.1.4 Access Protection

A login procedure is integrated in the INSTANT WEBplay requiring user name and password to get access to the application. Furthermore you have the possibility to define a combi user with a

separate password. The user name is defined by the system administrator but the password can individually be changed by the logged in user within the INSTANT WEBplay software.

1.1.5 Localized Software

The INSTANT WEBplay provides several application languages. To get the country-specific date and time format, the user can additionally select between *English (UK)* and *English (US)*.

1.1.6 Downloading Audio Files

The INSTANT WEBplay provides the possibility to download the replayed audio files to the local hard disk and to save them as *.wav files.

1.1.7 Commenting Calls

The user may easily add comments to calls on the audio files database. These comments can also be used as search criterion in *Enhanced Last Call Repeat* mode.

1.1.8 Volume Control

The volume of the replayed calls can easily be controlled with buttons. A *Mute* button is additionally provided to stop voice output.

1.1.9 Log Off Functions

The INSTANT WEBplay includes a log off timer which means that the logged in user is logged off automatically after a user-definable time span has elapsed.

Additionally the user can define whether the logged in user will be logged off if the INSTANT WEBplay window is closed during the log off time mentioned above.

1.1.10 Online Help

The INSTANT WEBplay provides *help* buttons on nearly every dialog box providing further information on the actual screen and the entire INSTANT WEBplay software.

2 System Requirements

The INSTANT WEBplay is running with:

- Microsoft Internet Explorer V7.0 or V 8.0
- Windows Media Player V7.00 and later
- or
- RealPlayer V 10.0 or V 11.0

HINT

The RealPlayer version 12.0 can not be used!

- Mozilla Firefox V3.0

HINT

If the Firefox web browser is used the audio data will be transmitted unencrypted.

3 Configuration of the Web Access

To use the full functionality of the INSTANT WEBplay you have to adapt the security of your web browser. Please proceed as described in the document *03_Configuration_Browser_e* in the folder *03_ASC Software_Operating_System_Installation*.

4 Quick Reference Guide

4.1 Main Window

This section provides an overview of the INSTANT WEBplay user interface listing all buttons and displays available on the main window. For details on the functions of the displays and operating elements refer to section "5 - Operation of the INSTANT WEBplay".

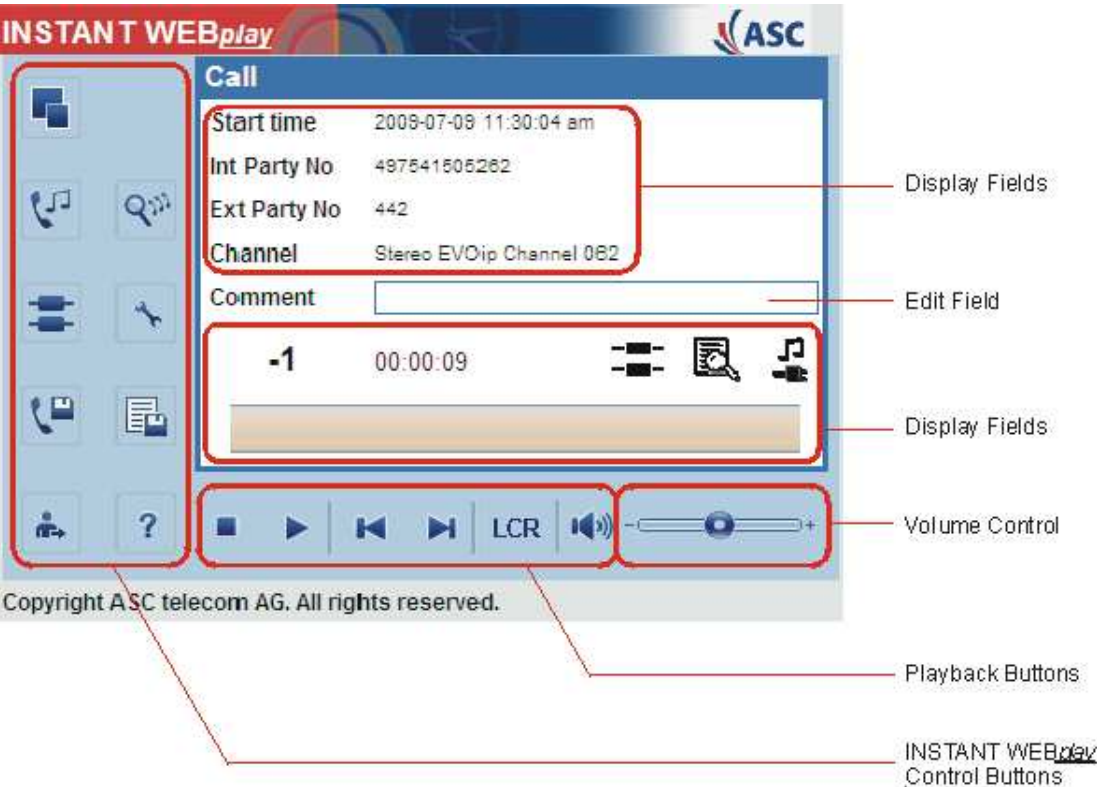


Fig. 1 - Main Window

4.2 Display Fields

Start time	19.05.2009 17:49:33
Int Party No	541
Ext Party No	
Channel	Stereo EVOip active Channel 002

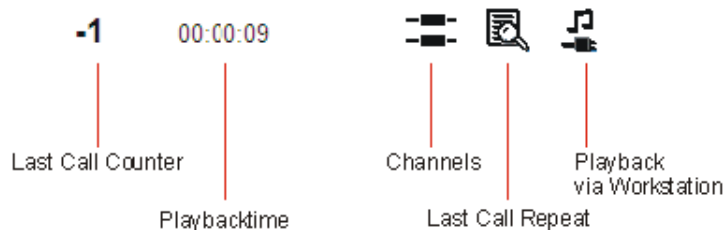


Fig. 2 - Display Fields

Display field	Description
Start time	The time the currently replayed conversation has been started
Int Party No	Internal party number
Ext Party No	External party number
Channel / Agent	Channel number of the currently replayed conversation / Agent who answered the currently replayed call
Last Call Counter	Counter of the recent conversations in counter-chronological order
Volume Control	Indicates the currently selected volume level.
Status Field	Display for time and status of the call. Indicates the total length of the actual conversation. Indicates during replay the time already replayed of the actual conversation.
Channels / Agents	Indicates whether the search for recorded calls is based on agents or channels
Last Call Repeat / Enhanced Last Call Repeat	Indicates the selected Last Call Repeat mode
Playback Workstation	via Indicates the currently selected playback mode



Fig. 3 - Progress Bar

Indicates the replay progress of the current conversation.

4.3 Edit Field

Comment

Enter a comment you want to save with the current audio file.

4.4 Buttons

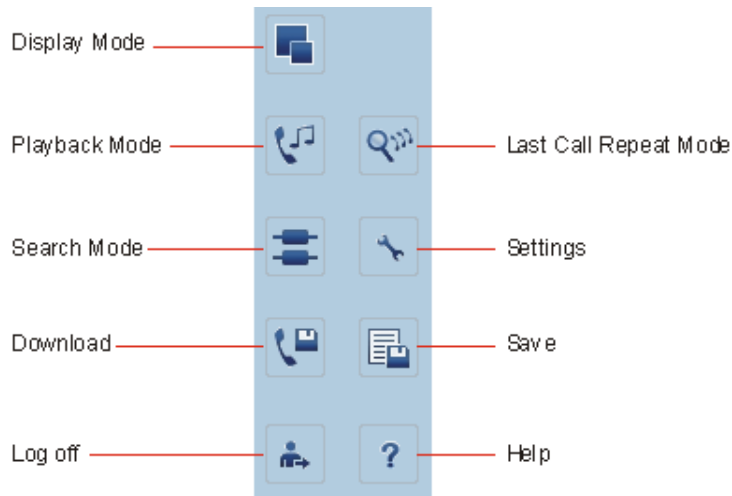


Fig. 4 - Buttons for INSTANT WEBplay Operation

Button	Description
Log off	Stops the current replay session and closes the INSTANT WEB <u>play</u>
Minimize / Maximize	Toggles between minimized and maximized display mode
Help	Opens the online help
Playback via phone / Playback via PC	Toggles between the playback modes.
Last Call Repeat / Enhanced Last Call Repeat	Toggles between the Last Call Repeat modes.
Channels / Agents	Indicates whether the search for last calls is based on Channels or Agents
Settings	Opens the dialog box to configure the INSTANT WEB <u>play</u> software
Download	Save the call on your PC or to open the call for playback with another player.
Save	Saves the text entered in the Comment field with the audio file on the database.

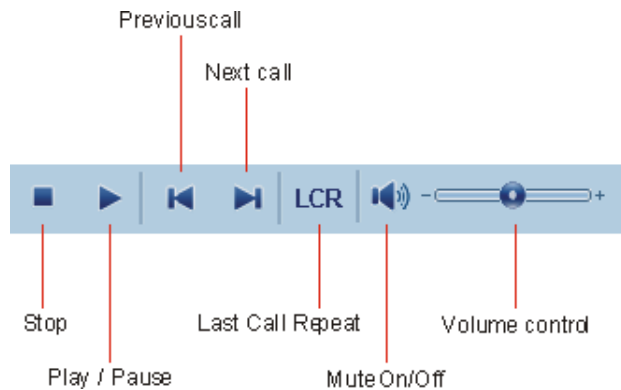


Fig. 5 - Buttons for Call Replay

Button	Description
Stop	Stops replaying the actual call
Play / Pause	Initiates replay of the latest call / Interrupts the replay of the actual call
Previous call	<ul style="list-style-type: none">- Starts the actual call from the beginning or- Moves to the previous call (by clicking twice or clicking directly after replay of the actual call has been started)
Next call	Moves to the beginning of the next call.
Last Call Repeat	Repeats the last call.
Mute	Selects / deselects Mute mode.
Volume control	Decreases (-) or increases (+) the volume. Indicates the currently selected volume level.

5 Operation of the INSTANT WEBplay

5.1 Getting Started

Before using the INSTANT WEBplay make sure that the following software is installed on your PC:

- Microsoft Internet Explorer V7.0 or V 8.0
- Windows Media Player V7.00 or later
resp.
- Mozilla Firefox V3.0
- Real Player later V10.0

Verify the browser settings. Make sure that *cookies* are accepted and that the *JAVA Script* function is enabled.

As the INSTANT WEBplay is a truly browser-based application, no proprietary software has to be installed on your PC - not even JAVA-Applets or Active-X controls are used.

The INSTANT WEBplay itself is capable of replaying the recorded calls using the loudspeakers of the PC.

For starting the INSTANT WEBplay type its correct web address (available from your system administrator) into the *Address* text field of your browser. The Login screen of the INSTANT WEBplay will be displayed.

5.1.1 Login



Fig. 6 - INSTANT WEBplay Login



Fig. 7 - INSTANT WEBplay Combi User Login

The INSTANT WEBplay provides the following application languages:

- Czech
- German
- English (UK)
- English (US)
- Spanish
- French
- Italiano
- Japanese
- Dutch
- Polish
- Russian
- Chinese
- Taiwanese

Select the suitable language by clicking the correspondent flag. After login you can change the language in the dialog box *Settings* (see section "[5.5 - Subwindow Settings](#)"). The selected language will be saved by the INSTANT WEBplay and next time it will open with this language.

Enter the user name and the password as the case may be the combi user name and combi password you received from your system administrator into the text boxes *User* and *Password* and click on the *Login* button. You may change your password after login in the dialog box *Settings* (see section "[5.5 - Subwindow Settings](#)").

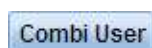
Buttons:



Logs into the application via single sign on. In this case no user name and password is necessary. The recorder has to be in the same domain as the user. The system uses the full Windows login information (domain\user name e.g. ASC\Test). This functionality has to be configured in the ASC DataManager.



Logs into the application.



Expands the *User Login* dialog, so that a *Combi User* and *Password* can be defined.

Single User

Minimizes the *User Login* dialog.

Help

Opens the context sensitive online help

5.1.2 Maximized Mode

After successful login the INSTANT WEBplay opens the following main window.



Fig. 8 - Main Window - Maximized Mode

It instantly starts replaying the latest call and you can control the replay process with the buttons below.

5.1.3 Minimized Mode

You may also switch the INSTANT WEBplay to minimized mode providing the buttons for controlling the replay process with a smaller amount of space required on the desktop of your computer.



Fig. 9 - Minimized Window

To make use of the sophisticated functions and to see all details provided with each call by the INSTANT WEBplay, have a closer look at the windows, especially at the main window.

5.2 Main Window

After successful login the INSTANT WEBplay opens the following main window.

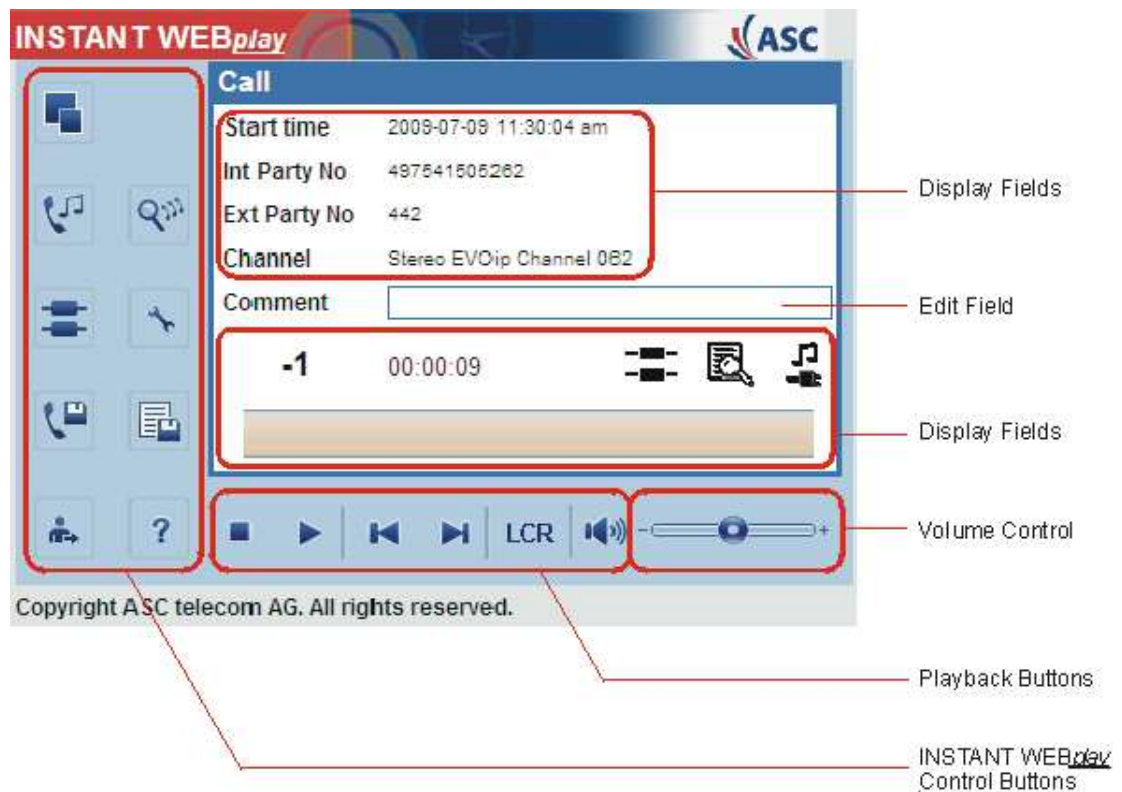


Fig. 10 - Main Window

The main window of the INSTANT WEBplay is divided into an upper and a lower part. The smaller part below contains the buttons that are used to playback the recorded calls and to control the volume. The upper part also contains buttons on its left-hand side, but these are used to operate the INSTANT WEBplay software. The right-hand side of the upper part consists mostly of display fields providing information on the recorded conversations or on the selected settings. Additionally provided are a *Comment* field providing the possibility to add information and the progress bar for navigating within conversations.

All elements of the INSTANT WEBplay user interface will be explained in detail in the following.

5.2.1 Operating Buttons

The nine buttons on the left-hand side are used to operate the INSTANT WEBplay software.

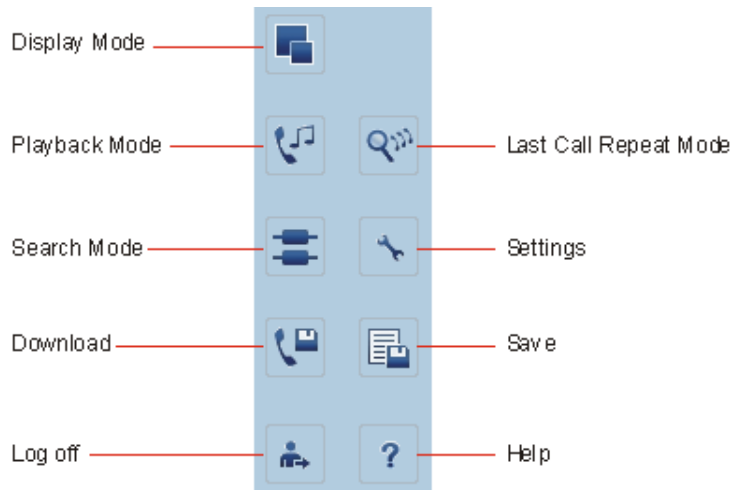


Fig. 11 - Buttons on the Left-Hand Side of the Main Window

5.2.1.1 Minimize / Maximize



Fig. 12 - Minimize / Maximize Button

The *Minimize / Maximize* button toggles between the two display modes of the INSTANT WEBplay. By default, the application is started in maximized mode. If all required settings have been made, the application can also be operated in minimized mode, providing merely the buttons to playback the recorded calls and to control the volume as well as a *Maximize* button to switch back to maximized mode.

5.2.1.2 Playback via Phone / Playback via Workstation



Fig. 13 - Playback via Phone Button



Fig. 14 - Playback via Workstation Button

These buttons are intended to toggle between the two replay modes *Playback via Workstation* and *Playback via Telephone*. In the subwindow settings (section 5.5 - [Subwindow Settings](#)) you can enter a telephone number to replay the recorded calls on this endset. If this functions is currently not available on your MARATHON EVOLUTION accidentally clicking on this button will only bring up the following error message.

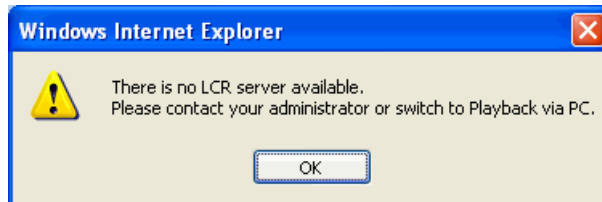


Fig. 15 - *Playback via Telephone Error Message*

The actually selected replay mode is also indicated by the icon "📞" resp. "🖥️" below the *Comment* field.

5.2.1.3 Last Call Repeat / Enhanced Last Call Repeat

The *Last Call Repeat / Enhanced Last Call Repeat* button changes its appearance according to the actually selected mode. By default, the INSTANT WEBplay is started in Last Call Repeat mode, meaning that all recorded calls can be replayed in a counter-chronological order. The Enhanced Last Call Repeat mode, on the other hand, provides the possibility to define a search criterion for the recorded calls (refer to the subwindow *Settings* in section "5.5 - [Subwindow Settings](#)").

As this button is used to toggle between the two modes, in LCR mode, the button *Enhanced Last Call Repeat* is displayed (because you can switch to this mode using the button), and in ELCR mode, the button *Last Call Repeat* will be displayed (because you can switch to this mode using the button).



Fig. 16 - *Enhanced Last Call Repeat Button (displayed in LCR Mode)*



Fig. 17 - *Last Call Repeat Button (displayed in ELCR Mode)*

The actually selected mode is indicated by the outmost right middle of the three icons below the *Comment* field.

5.2.1.4 Agents / Channels

The *Agents / Channels* button changes its appearance according to the value selected for the parameter *Search for* in the dialog box *Settings* (see section "5.5 - [Subwindow Settings](#)"), i.e. whether the search for recorded calls is based on Agents or Channels. To further specify the

search click on the button and select specific Agents or Channels from the dialog boxes that will be opened. For details on the dialog boxes refer to sections "[5.3 - Subwindow Agents](#)" and "[5.4 - Subwindow Channels](#)".



Fig. 18 - Agents Button



Fig. 19 - Channels Button

5.2.1.5 Settings



Fig. 20 - Settings button

Click the *Settings* button to display a dialog box that allows to configure the INSTANT WEBplay software itself (defining the application language, changing the access password, defining log off criteria) and to configure the search and replay process (defining an ELCR criterion, selecting the item that is searched for, defining a telephone number for Playback via Telephone). The dialog box *Settings* is explained in detail in section "[5.5 - Subwindow Settings](#)".

5.2.1.6 Download Call

The *Download Call* button is used to save the audio file of the currently replayed conversation in uncompressed WAVE format (8 kHz, PCM, Mono, 64 kbit/s) and call information belonging to the call in CSV format on the hard disk of your computer.



Fig. 21 - Download Call Button

The call will be converted together with the call information into a Zip file. Click the *Download* button to save the call on your PC or to open the call for playback with another player.

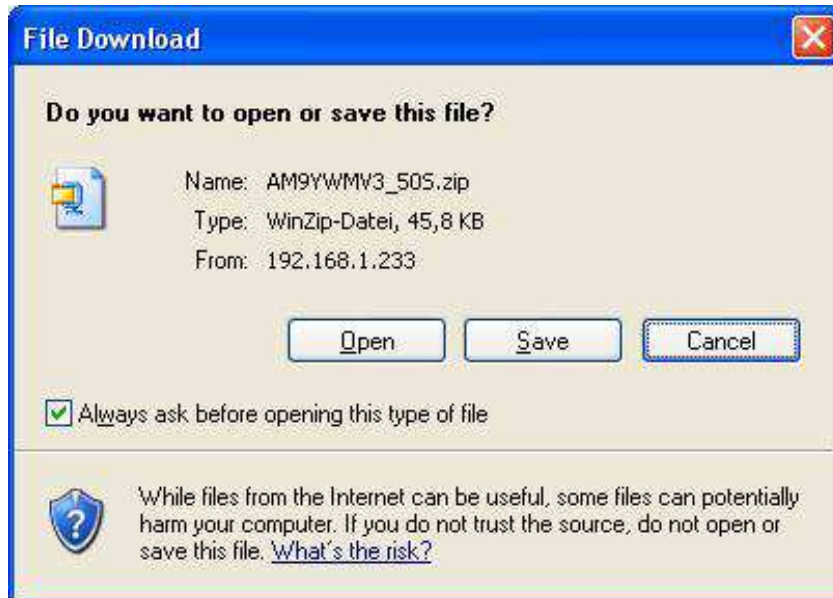


Abb. 22 - File Download Window

5.2.1.7 Save Comment

The *Save Comment* button saves the text entered in the Comment field with the currently replayed audio file on the audio file database.



Fig. 23 - Save Comment Button

After the file has been successfully saved, the following message will be displayed.

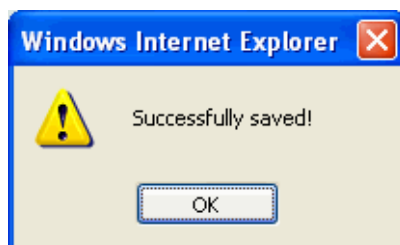


Fig. 24 - Save Message

Click *OK* to quit the message and to return to the INSTANT WEBplay main window.

5.2.1.8 Log Off*Fig. 25 - Log Off Button*

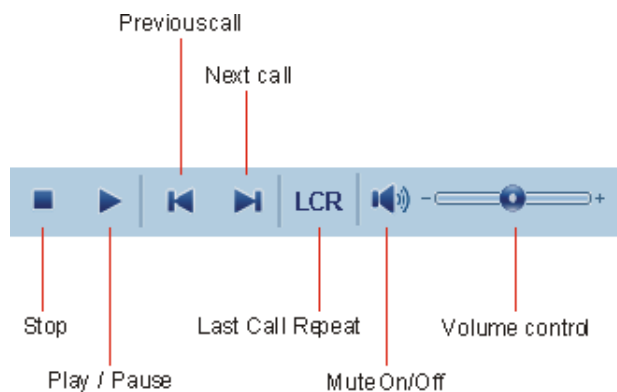
Use the *Log Off* button to stop the current replay session and to close the INSTANT WEBplay.

5.2.1.9 Help

Help buttons are available on nearly every dialog box of the INSTANT WEBplay to call up the context sensitive help providing information on the actual screen and the entire application.

*Fig. 26 - Help Button***5.2.2 Playback and Volume Control Buttons**

The buttons on the lower part of the INSTANT WEBplay are used for playback and volume control and are probably already well-known from conventional CD audio players.

*Fig. 27 - Buttons for Playback and Volume Control***5.2.2.1 Stop**

Click this button to stop replaying a recorded call.

5.2.2.2 Play / Pause

Click the button *Play* to start the replay of a call.

During replay of a call the *Play* button becomes a *Pause* button providing the possibility to break the replay process at any point and to continue from this point.

5.2.2.3 Previous Call

Click this button

- to start the actual call from the beginning or
- to move to the previous call (by clicking twice or clicking directly after replay of the actual call has been started).

5.2.2.4 Next Call

Click this button to move to the beginning of the next call. This button will only be available if the *Previous call* button has been used previously or if more recent calls are added to the database while the INSTANT WEBplay has been open, i.e. if the last call counter displays a value that is smaller or equal to -2.

5.2.2.5 Last Call Repeat

Click this button to repeat the last conversation. The call will be startet automatically.

5.2.2.6 Mute On/Off

Click on the loudspeaker icon with sound waves to select mute mode. If mute mode is activated, the loudspeaker icon without sound waves will be displayed. To deselect mute mode click the loudspeaker icon without sound waves and you will hear the replayed conversations.

5.2.2.7 Volume Control

The volume control display indicates the currently selected volume level. To increase or reduce the volume click on a decided point on the loudspeaker bar.

5.2.3 Display Fields

The following display fields are available on the right-hand side of the upper part of the surface.

Start time	19.05.2009 17:49:33
Int Party No	541
Ext Party No	
Channel	Stereo EVOip active Channel 002

Fig. 28 - Display Fields (1)

5.2.3.1 Start Time

The Start time display indicates the time the currently replayed conversation has been started.

5.2.3.2 Int Party No

The Int Party No display indicates the telephone number of the internal party that took part in the conversation. You may also use the Internal Party Number as search criterion in the Enhanced Last Call Search mode. For details see section "5.5 - Subwindow Settings".

5.2.3.3 Ext Party No

The Ext Party No display indicates the telephone number of the external party that took part in the conversation. You may also use the External Party Number as search criterion in the Enhanced Last Call Search mode. For details see section "5.5 - Subwindow Settings".

5.2.3.4 Agent / Channel

According to the selection made in the parameter *Search for* of the *Settings* dialog box (see section "5.5 - Subwindow Settings") either the channel number of the currently replayed call or the name of the agent who has answered the currently replayed call is displayed.

The *Comment* field below is an edit field providing the possibility to add comments to the recorded conversations. For details refer to section "5.2.5 - Edit Field".

Below the *Comment* field there are again some display fields. The row directly below the Comment field consists of six elements that will be explained from left to right.

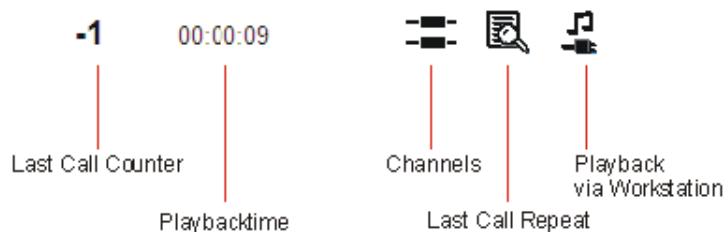


Fig. 29 - Display Fields (2)

5.2.3.5 Last Call Counter

The number with the minus sign at the outmost left (-10 in the above example) indicates the conversation that is displayed. -1 would mean that the last conversation recorded is replayed. Use the *Skip Backward* button in the lower part of the screen to proceed to conversations that have been recorded earlier as recorded calls are saved in a counter-chronological order.

5.2.3.6 Status Field

Indicates the total length of the actual conversation. In case of big calls the status will be displayed after clicking the *replay* button. During replay the time already replayed will be shown. From time to time this field is used for status messages like *Extracting* or *Loading* to indicate that the last call is extracted from the database and loaded on the local PC for playback.

5.2.3.7 Agents / Channels Icon

The *Agents / Channels* icon indicates whether the search for recorded calls is based on agents or channels. For selection is made in the parameter *Search for* in the dialog box *Settings* (see section "5.5 - Subwindow Settings").



Fig. 30 - Search based on Agents



Fig. 31 - Search based on Channels

5.2.3.8 Last Call Repeat Mode Icon

The Last Call Repeat mode icon indicates whether the INSTANT WEBplay is operated in *Last Call Repeat* (LCR) or in *Enhanced Last Call Repeat* (ELCR) mode, i.e. if all recorded calls are searched or if a search criterion is applied. By default, the *Last Call Repeat* mode is selected. To enable the *Enhanced Last Call Repeat* mode, use the parameters *ELCR* and *ELCR criterion* in the dialog box *Settings* (section "5.5 - Subwindow Settings").



Fig. 32 - Operation in Last Call Repeat Mode



Fig. 33 - Operation in Enhanced Last Call Repeat Mode

5.2.3.9 Playback Mode Icon

The playback mode icon indicates whether *Playback via Workstation* or *Playback via Telephone* is selected.



Fig. 34 - Operation in Playback via Workstation Mode



Fig. 35 - Operation in Playback via PC Mode “

5.2.4 Progress Bar

The progress bar indicates the time replayed of the current conversation in a graphical way. You can click at any point of the progress bar to navigate within the call (to move forwards or backwards).

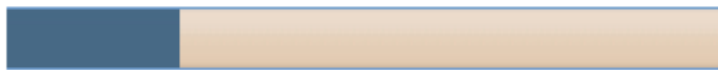


Fig. 36 - Progress Bar

5.2.5 Edit Field

The Comment field in the middle of the upper left-hand side of the screen is the only field in this dialog box that can be edited if the logged in user has the right to write into this field.



Fig. 37 - Comment Field

Just click into the text box and enter a comment you want to save with the current conversation. There are a maximum of 265 characters allowed. You can also use this comment as search criterion in Enhanced Last Call Repeat mode (refer to section "[5.5 - Subwindow Settings](#)" for details). To save your comment, click on the Save button in the right-hand part of the screen.



Fig. 38 - Save button

5.3 Subwindow Agents

The *Agents* button calling up this subwindow is only available in the main window if the parameter *Search for* (see section "5.5.4 - Search for") in the dialog box *Settings* (see section "5.5 - Subwindow Settings") is set to the value *Agents*, i.e. if the search for recorded calls is based on Agents.



Fig. 39 - Agents Selection

To further specify your search select one or more (by using the control and / or the shift key) agents from this list or mark the entry *ALL* to replay calls of all listed agents and click on the button *Save* to activate the selection. The search for recent calls will then only find calls of the selected agents. To cancel the selection click the *Cancel* button and the last saved selection will be used. By default, the entry *ALL* is selected making sure that calls of all agents the logged in user has access to will be replayed.

5.4 Subwindow Channels

The *Channels* button calling up this subwindow is only available in the main window if the parameter *Search for* (see section "5.5.4 - Search for") in the dialog box *Settings* (see section

"5.5 - Subwindow Settings") is set to the value *Channels*, i.e. if the search for recorded calls is based on Channels.

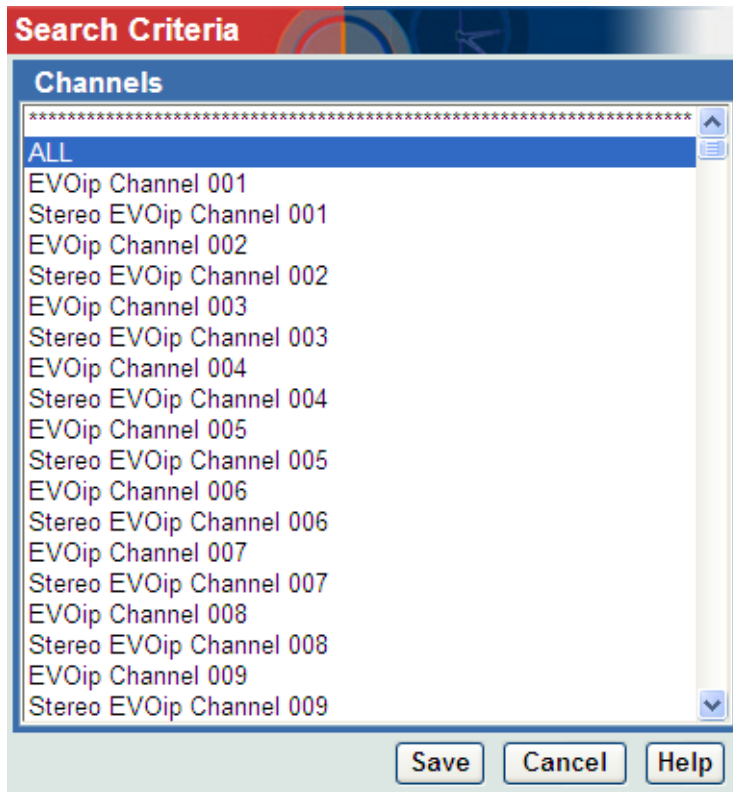
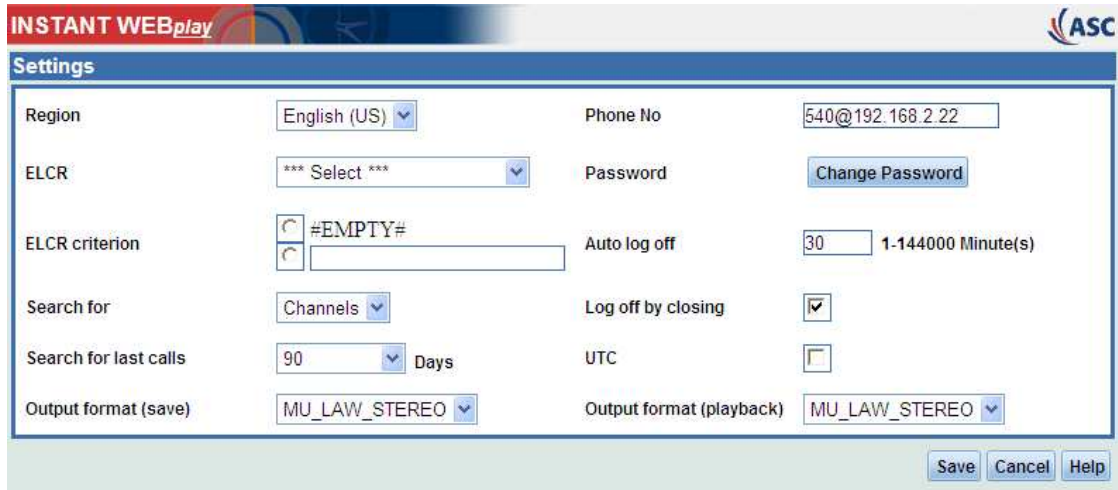


Fig. 40 - Channels Selection

To further specify your search select one or more (by using the control and / or the shift key) channels from the list or mark the entry *ALL* to replay calls of all listed agents and click on the button *Save* to activate the selection. The search for recent calls will then only find conversations that took place on the selected channels. To cancel the selection click the button *Close* and the last saved selection will be used. By default, the entry *ALL* is selected making sure that calls of all channels be replayed.

5.5 Subwindow Settings

The subwindow Settings allows to configure the INSTANT WEBplay software itself (defining the application language, changing the access password, defining log off criteria) and to configure the search and replay process (defining an ELCR criterion, selecting the item that is searched for, defining a telephone number for Playback via Telephone).



The screenshot shows the 'Settings' window of the INSTANT WEBplay application. The window has a title bar with the application name and the ASC logo. The settings are organized into two columns:

- Region:** A dropdown menu set to 'English (US)'.
- ELCR:** A dropdown menu set to '*** Select ***'.
- ELCR criterion:** A text input field containing '#EMPTY#' and a small circular icon to its left.
- Search for:** A dropdown menu set to 'Channels'.
- Search for last calls:** A text input field containing '90' followed by a dropdown menu set to 'Days'.
- Output format (save):** A dropdown menu set to 'MU_LAW_STEREO'.
- Phone No:** A text input field containing '540@192.168.2.22'.
- Password:** A button labeled 'Change Password'.
- Auto log off:** A text input field containing '30' followed by '1-144000 Minute(s)'.
- Log off by closing:** A checkbox that is checked.
- UTC:** A checkbox that is unchecked.
- Output format (playback):** A dropdown menu set to 'MU_LAW_STEREO'.

At the bottom right of the window are three buttons: 'Save', 'Cancel', and 'Help'.

Fig. 41 - Subwindow Settings

Click on the *Save* button to confirm or on the *Close* button to discard your settings and to return to the INSTANT WEBplay main window.

5.5.1 Region

Use this parameter to select one of the following languages as application language. Furthermore you can select either English (UK) or English (US) to get the country-specific date and time format.

- Czech
- German
- English (UK)
- English (US)
- Spanish
- French
- Italiano
- Japanese
- Dutch
- Polish
- Russian
- Chinese
- Taiwanese

5.5.2 ELCR

HINT

The values of this parameter are fields of the audio files database. The number of values displayed may vary according to the access rights the logged in user has on this database.

The ELCR (= Enhanced Last Call Repeat) parameter works only in conjunction with the parameter *ELCR Criterion* on some types as it defines the type of criterion (the entry of the database) that should be applied to an Enhanced Last Call Repeat search and the *ELCR Criterion* parameter defines the content of the criterion.

The following types are available. Please define the parameter *ELCR Criterion* for the types which are displayed below in italic style.

Type	Description
*** Select ***	This default value corresponds with the LCR criterion, meaning that all recorded calls are found when a search is executed. It therefore makes no sense to enter an ELCR Criterion. Any text entered accidentally in the ELCR Criterion text box with this value selected will be deleted.
<i>Own Phone Number</i>	This value restricts the search for recorded calls on the internal party number saved with the audio files. Select this value and enter the phone number of an internal party you want to replay conversations of in the <i>ELCR Criterion</i> parameter. The next search will then only detect the latest conversations with this internal party.
<i>Partner Phone Number</i>	This value restricts the search for recorded calls on the external party number saved with the audio files. Select this value and enter the phone number of an external party you want to replay conversations of in the <i>ELCR Criterion</i> parameter. The next search will then only detect the latest conversations with this external party.
<i>Third Party Phone Number</i>	This value restricts the search for recorded calls on the third party number saved with the audio files. Select this value and enter the third party phone number you want to replay conversations in the <i>ELCR Criterion</i> parameter. The next search will then only detect the latest conversations with this third party.
<i>DTMF Sequence</i>	This search criterion will only be active if the user has the right to see his/her own phone number or the partner's phone number. This value restricts the search for recorded calls on the figures or characters saved with the audio files. Select this value and enter the figures or characters in the <i>ELCR Criterion</i> parameter. The next search will then only detect the latest conversations with this figures or characters.
<i>Duration</i>	This value restricts the search for recorded calls on the duration entered in the <i>ELCR Criterion</i> parameter. The next search will then only detect the latest conversations according the entered duration. The duration have to be entered by the following format: <, > or =00:00:00 (e. g. <00:01:00).

Type	Description
Call direction unknown	Search for conversations with unknown call direction.
- inbound	Search for conversations with inbound conversational partners.
- outbound	Search for conversations with outbound conversational partners.
- incoming	Search for conversations with incoming conversational partners.
- outgoing	Search for conversations with outgoing conversational partners.
All call types	This value restricts the search for recorded calls on the call type. With the option <i>All call types</i> all call types will be found.
- recording	Search for standard calls.
- generic	Search for CTI data only.
- alerting	Search for calls with the type information „alerting“.
- call back	Search for calls with the type information „call back“.
- conference	Search for conference calls.
- hold	Search for calls with the type information „hold“.
<i>Comment</i>	This value restricts the search for recorded calls on the content of the <i>Comment</i> field saved with the audio files. Select this value and enter characters that should be included in the Comment field of the conversations you want to replay in the <i>ELCR Criterion</i> parameter. The next search will then only detect the latest conversations with these characters in the Comment field.
<i>Text 1 / Text 20</i>	This value restricts the search for recorded calls on the content of additional data base fields as e. g. <i>Text 1</i> or <i>Text 20</i> . If you want to search only for calls containing a special entry please select this value and enter the content of the additional field at the parameter <i>ELCR Criterion</i> . Only calls with this text will be found at the next search.
<i>Number 1 / Number 10</i>	This value restricts the search for recorded calls on the content of additional data base fields as e. g. <i>Number 1</i> or <i>Number 10</i> . If you want to search only for calls containing a special entry please select this value and enter the number of the additional field at the parameter <i>ELCR Criterion</i> . Only calls with this number will be found at the next search.

5.5.3 ELCR Criterion

This parameter works only in conjunction with the parameter *ELCR* as this parameter defines the content of the criterion that has been selected in the preceding parameter. Enter the value of a search criterion, as for example *05386952 105* as external party number.

HINT

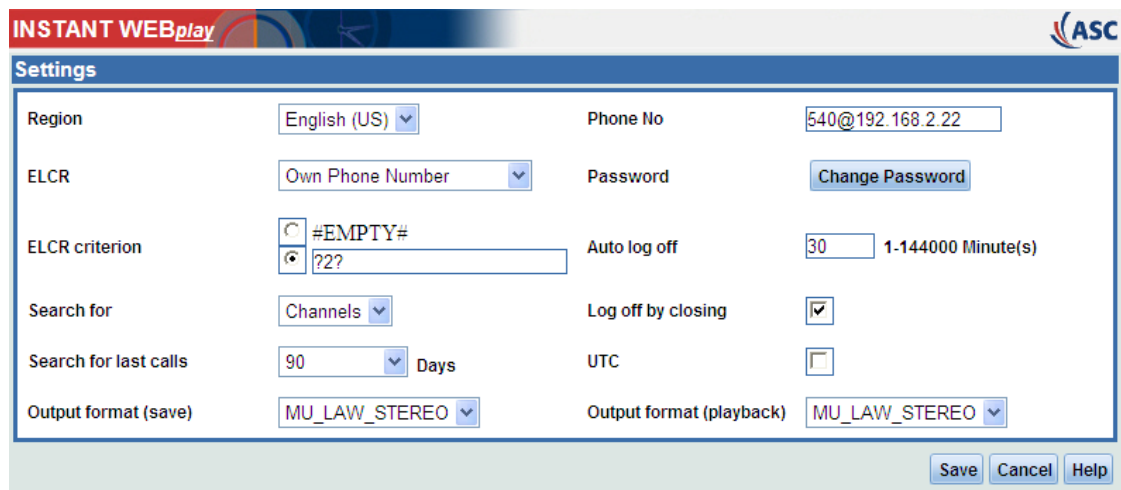
The use of wild cards is also allowed in the ELCR Criterion parameter (see section "5.5.3.1 - Using Wild Cards"). If you have, for example, selected the value *Internal Party Number* for the *ELCR* parameter above and you enter *2?* as *ELCR Criterion*, the next search will then find all calls with internal parties which phone numbers begin with 2.

5.5.3.1 Using Wild Cards

The sign *?* can be used as wild card at the beginning, in the middle or at the end of a search string.

Examples:

- Enter *Miller?* to find all entries starting with *Miller* - e. g. Miller Frank, Miller John etc.
- Enter *?er* to find all entries ending with *er* - e. g. Miller, Manager, etc.
- Enter *c?te* to find all entries beginning with *c* and ending with *te* - e. g. communicate, create etc.
- Enter *?in?* to find all entries including at least *in* - e. g. beginning, ending etc.
- Enter *?60?* to find all entries including the numerical sequence *60* - e. g. 06021/500, 06022/321, 0911/5060 etc.



The screenshot shows the 'Settings' window of the INSTANT WEBplay application. The 'ELCR criterion' field is set to '??'. Other settings include: Region: English (US), Phone No: 540@192.168.2.22, ELCR: Own Phone Number, Password: Change Password, Auto log off: 30 1-144000 Minute(s), Search for: Channels, Search for last calls: 90 Days, Log off by closing: checked, UTC: unchecked, Output format (save): MU_LAW_STEREO, Output format (playback): MU_LAW_STEREO. Buttons for Save, Cancel, and Help are at the bottom right.

Fig. 42 - Searching with Wild Cards

5.5.4 Search for

- Values:
- Channels
 - Agents

Use this parameter to search either for channels or for agents. You can further specify your selection in the INSTANT WEBplay main window by clicking on the *Channels* or *Agents* button and selecting specific channels or agents you want to search for.

5.5.5 Search for Last Calls

- Values:
- ** Auswahl **
 - 5
 - 15
 - 30
 - 90
 - 180
 - 360

This parameter restricts the search of the last calls of the selected days.

5.5.6 Phone No

This parameter is intended to enter the telephone number of a telephone that is located near the computer the INSTANT WEBplay is running on to replay the recorded calls (see chapter "[5.2.1.2 - Playback via Phone / Playback via Workstation](#)").

5.5.7 Password

Click the *Change Password* button of this parameter to change the INSTANT WEBplay login password of the logged in user.



Fig. 43 - Password Settings

- **User**
This read-only text box cannot be edited and is merely intended to verify whether the person intending to change the password is logged in with his/her own User-ID.
- **Old Password**
Type in your old password.
- **New Password**
Type in your new password.
- **Confirm New Password**
Retype your new password to prevent typing errors.

Click on the *Save* button to confirm or on the *Close* button to discard your settings and to return to the Settings dialog box.

5.5.8 Auto Log Off

Value range: 1 - 144000 Minutes

Use this parameter to define when the logged in user will automatically be logged off. The default setting is 30 minutes, but you can extent the time span, e. g. to suit the user's working hours.

5.5.9 Log Off by Closing

Check this box to log off the user each time the INSTANT WEBplay dialog box is closed with the *Close* button in the upper right corner of the window. By default, this box is unchecked, meaning that the user is not logged off and does not have to go through the login procedure if he/she

closes the dialog box with the *Close* button and reopens the INSTANT WEBplay within the time defined in the Auto Log Off parameter.

5.5.10 UTC

Select *UTC* to set the time of the application to the Universal Time Code, meaning that all time information in the INSTANT WEBplay (e. g. start and end times of calls) is displayed in accordance with the UTC.

Normally the time of the recorder will be used by the INSTANT WEBplay meaning that all time information in the INSTANT WEBplay is displayed in accordance with the time that is valid on the recorder.

5.6 Minimized Window

The minimized window provides merely the buttons to playback the recorded calls and to control the volume as well as a Maximize button to switch back to maximized mode. If all required settings have been made the application can also be operated in minimized mode using the *Minimize* button in the main window. To regain access to the full information and the full functions just click the *Maximize* button and you will return to the main window in maximized mode.

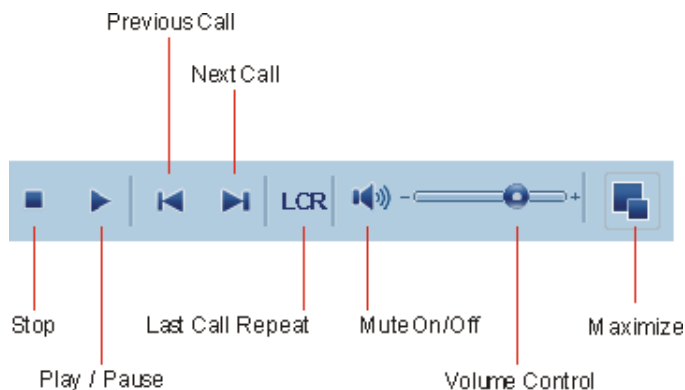


Fig. 44 - Minimized Mode Button Bar

This button bar requires only a small amount of space on the desktop of your computer but provides all functions necessary to replay calls. Most of the buttons are probably already well-known from conventional CD audio players.

5.6.1 Stop

Click this button to stop replaying a recorded call.

5.6.2 Play / Pause

Click the button *Play* to start the replay of a call.

During replay of a call the *Play* button becomes a *Pause* button providing the possibility to break the replay process at any point and to continue from this point.

5.6.3 Previous Call

Click this button

- to start the actual call from the beginning or
- to move to the previous call (by clicking twice or clicking directly after replay of the actual call has been started).

5.6.4 Next Call

Click this button to move to the beginning of the next call. This button will only be available if the *Previous call* button has been used previously or if more recent calls are added to the database while the INSTANT WEBplay has been open, i.e. if the last call counter displays a value that is smaller or equal to -2.

5.6.5 Last Call Repeat

Click this button to repeat the last conversation. The call will be started automatically.

5.6.6 Mute On/Off

Click on the loudspeaker icon with sound waves to select mute mode. If mute mode is activated, the loudspeaker icon without sound waves will be displayed. To deselect mute mode click the loudspeaker icon without sound waves and you will hear the replayed conversations.

5.6.7 Volume Control

The volume control display indicates the currently selected volume level. To increase or reduce the volume click on a decided point on the loudspeaker bar.

5.6.8 Maximize

Click this button to change to maximized mode.

5.7

Help Window

Click on one of the *Help* buttons provided on nearly every screen of the application to open the context-sensitive online help of the INSTANT WEBplay. Use the scroll bar on the right-hand side, the table of contents or the hyperlinks within the text to navigate to the sections of interest.

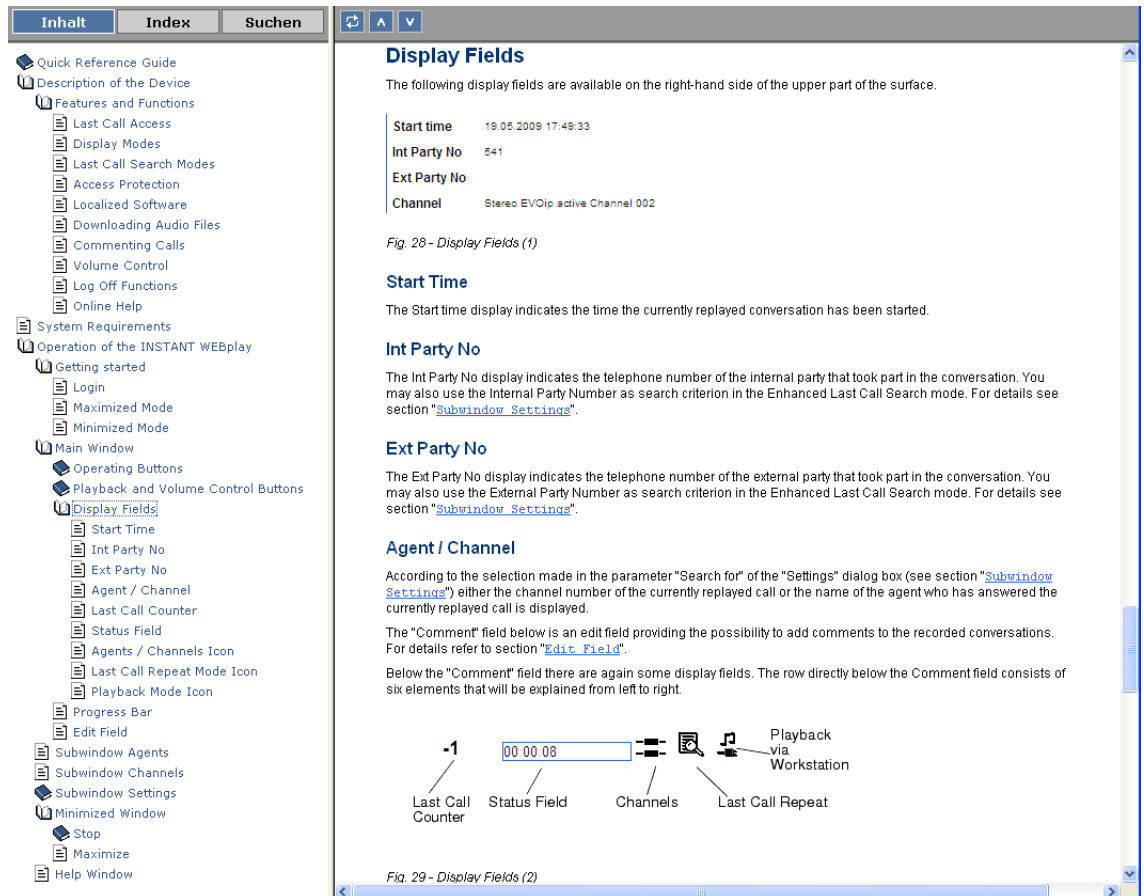


Fig. 45 - Online Help

6 Error Messages

Due to security reasons the connection to the server will be automatically terminated in case of long inactivity. Click *OK* and login again.

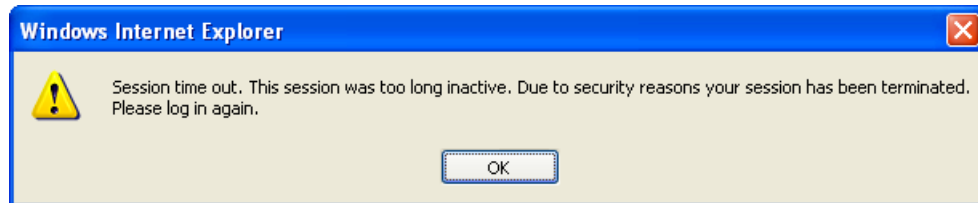


Fig. 46 - Session Time Out